GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:451
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QUALITY SERVICE BY INDIAN TELECOM SECTOR
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

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(a) whether Government are aware that the overall level of quality of service in the Indian Telecom Sector has been found to be poor despite registering impressive growth in the past few tears;

(b) if so, whether the TRAI has found in its first survey on quality standards that private operators wereproviding comparatively better quality of service than BSNL and MTNL;

(c) if so, the facts thereof;

(d) the action taken by the Government to improve the quality of service in the Indian Telecom Sector; and

(e) the achievement made in this regard so far?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI ASHOK PRADHAN)

(a) Yes, Sir. It is a fact that as per the survey conducted by TRAI, the services offered by the operatorsare not as per the Benchmark laid by TRAI`s Quality of Service (QoS) Regulation for various parameters.

(b) Private operators have been able to provide comparatively better quality of services than the incumbent. However, this has to be viewed in the context of vastly different scale of operation and the fact that the new entrants have hardly any significant presence in the rural areas where the problems of maintenance are more difficult. Noticeably, incumbents have performed better in circles where private operators have recently commenced their services with the state of the art equipment and are offering some competition.

(c) TRAI had laid down parameters, benchmarks and targets regarding quality of services standard through a regulation. TRAI is monitoring quality of services observed in the networks at the end of each quarter. An agency is also nominated to verify the values of quality of service parameters by visiting the networks of Telecom Services.

(d) Further, the results of the verification for QoS parameters have been widely published and put on TRAI`s website. The Authority in a press conference has also given a brief about the results of survey so as to make the consumers aware about the quality of service. Regulator attempts to ensure compliance through a process of interaction with service providers, generating greater awareness among consumers. The competition forces service providers to improve quality of service in the Indian Telecom sector as a self regulation.

(e) On comparison of network performance in respect of QoS parameters of the service providers there is some improvement. In basic service where private operators are also involved, BSNL continues to provide marginally better satisfaction to customers.